

# Quick Messages and Ad hoc Emails

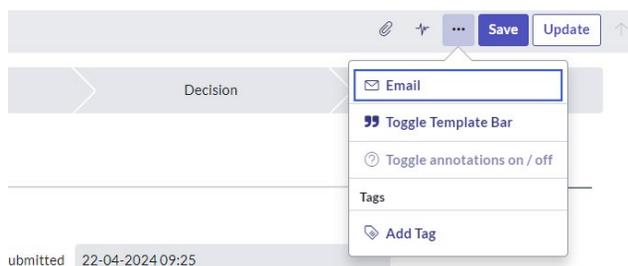
## COMPLAINTS AND INTEGRITY MANAGEMENT IN SERVICE ONE

### Sending Emails from the Child or Parent Student Case

To send an email, click the three dots at the top right-hand side of the case in which you would like to send the email from.



Then select **Email** from the drop-down list.



The Compose Email screen will appear.

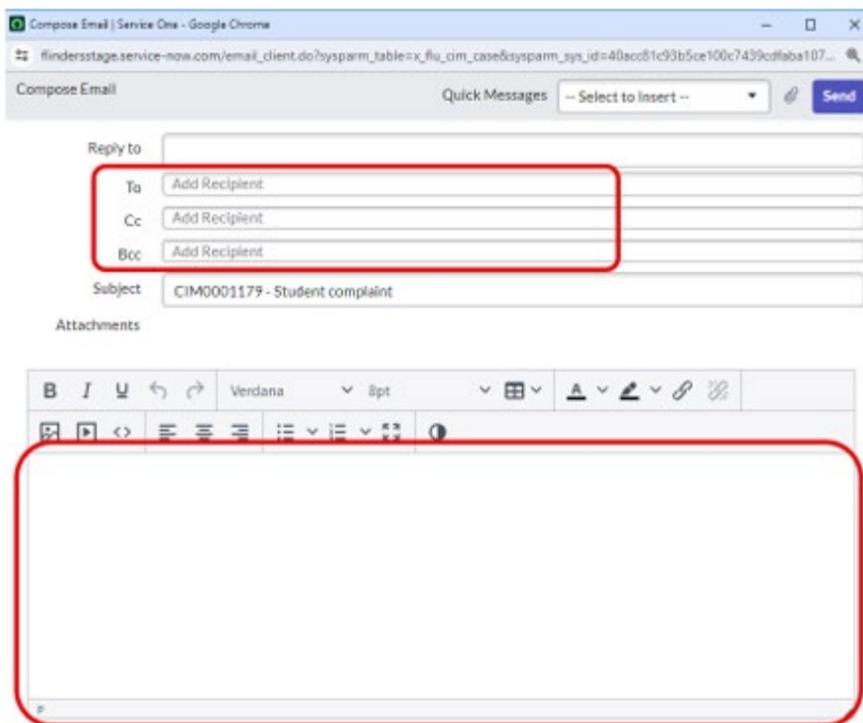
**Add in the email address** of the person/people you want to send it to, either in the To, Cc or Bcc fields. As you start typing the name, it will automatically pop up with possible matches.

**NOTE:** The email template may add in default recipients, based on who the case has been requested by or assigned to, so make sure to check you have the right recipients entered. You can delete any default recipient email addresses, as required.

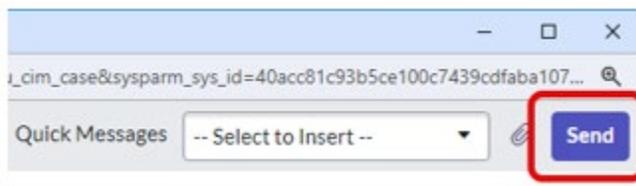
You can **Type free text in the body of the email** in the open space below the recipient details. You can add attachments by clicking on the  icon at the top right-hand corner.

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Once done, click **Send**.



All emails sent from the case record will be visible in the **Comments & History** tab.



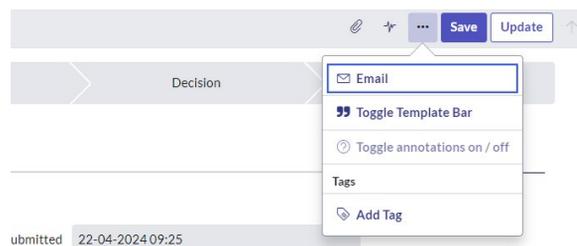
Email attachments will be visible in the Email Attachments tab, towards the bottom of the case.



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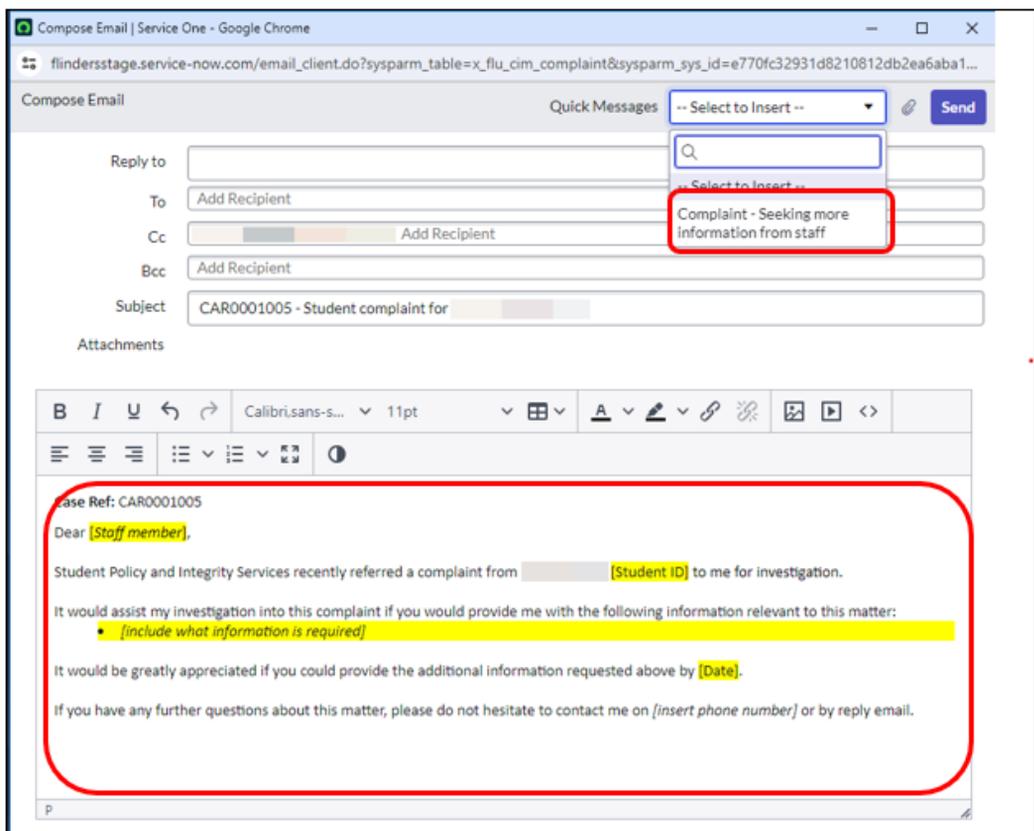
To use the standard Quick Message template instead of typing free text in your email, click on the 3 dots  at the top right-hand corner of the screen.



The Compose Email screen will appear.

Click on the **drop-down** next to Quick Messages. Then select the applicable option (e.g. Complaint – Seeking more information about the case from a staff member during Investigation OR Academic Integrity – seeking more information from the Topic Coordinator during Assessment). This will drop templated text into the body of the email.

**Update the sections highlighted in yellow**, with the details relevant to the case.



The screenshot shows the 'Compose Email' screen in Service One. The 'Quick Messages' dropdown menu is open, showing the option 'Complaint - Seeking more information from staff' selected. The email body contains the following templated text:

Case Ref: CAR0001005  
 Dear **[Staff member]**,  
 Student Policy and Integrity Services recently referred a complaint from **[Student ID]** to me for investigation.  
 It would assist my investigation into this complaint if you would provide me with the following information relevant to this matter:  
 • **[include what information is required]**  
 It would be greatly appreciated if you could provide the additional information requested above by **[Date]**.  
 If you have any further questions about this matter, please do not hesitate to contact me on **[insert phone number]** or by reply email.

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Parent and Child student cases have different Quick Messages available which relate to the **State** of the case and are visible to different sets of people. Please see below for usage information for Parent and Child student cases.

When to use Quick Message templates from the **Parent** student case:

- For Complaints; Request for a review; or Request for an appeal: To compose and send an email to the student who lodged the case.
- For Academic Integrity Issues: To compose and send an email to the Topic Coordinator who reported the allegation.

When to use the **Child** student case:

- To compose and send an email to staff involved in the assessment and investigation of the student case.

